



# Rental Equipment

A customer guide to fair wear  
& tear and damage

[www.toyota-forklifts.co.uk](http://www.toyota-forklifts.co.uk)

**TOYOTA**

MATERIAL HANDLING

# Fair wear and tear guidelines

## Who we are

Toyota Material Handling UK is part of Toyota Industries Corporation, the global leader in material handling since 2001. With over 100 years combined experience between the Toyota and BT brands we are proud to be the world number 1 in producing innovative and high-quality materials handling equipment. Our vision is to offer services and solutions that help you get the most out of your equipment while leaving you to focus on what you do best – running your business.



## What we offer

Whether you are looking to buy new, used or rent, we offer a complete range of trucks and warehouse equipment: hand pallet trucks, powered pallet trucks, powered stackers, order pickers, reach trucks, very narrow aisle trucks, towing tractors, electric counterbalanced trucks, and engine-powered counterbalanced trucks. Our products are suitable for a wide range of applications and environments such as cold store and wet areas, manufacturing, outdoors, production, quiet operations, retail & supermarkets, warehouses, and weighing.

We also provide industry leading solutions such as automation, service and maintenance, parts and accessories, and operator training.

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# Fair wear and tear guidelines

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# Fair wear and tear guidelines

## What is fair wear and tear?

Fair wear and tear reflects the condition of the equipment resulting from normal use and operation. It does not reflect any deterioration in the condition of the equipment resulting from damage (accidental or intentional), negligence or improper use.

This guide is intended to provide clarity on what is regarded as 'acceptable' wear and tear and what is defined as unacceptable or damage. This is intended to provide guidelines for returning forklift trucks and warehouse equipment at the end of a rental contract.

At the end of a rental contract the truck should be returned in a condition reflecting 'fair wear and tear' in line with the terms of the agreement.



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# Fair wear and tear guidelines

## What is acceptable?

We have used comparative photographs and where necessary, additional descriptions to demonstrate what is considered acceptable wear and tear and what is considered unacceptable damage.

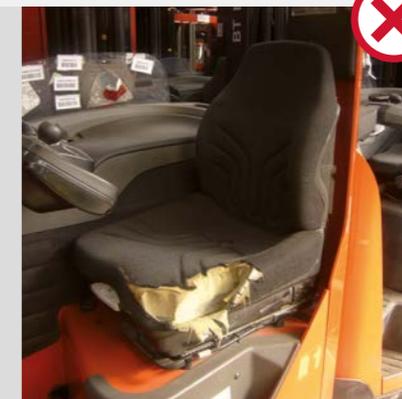
## Protecting Equipment

To reduce wear and minimise mechanical failure, regular maintenance and servicing should be carried out by an approved servicing agent according to the rental contract, using approved service parts and lubricants only, at the correct intervals. Any defects or damage that occur should be rectified as soon possible.



## Acceptable

Images marked with a green tick show examples of acceptable wear and tear and any reconditioning costs are the responsibility of Toyota Material Handling UK.



## Unacceptable

Images marked with a cross show examples of unacceptable damage where repair costs or compensation are the responsibility of the customer.

# Fair wear and tear guidelines

To assess fair wear and tear, the equipment will be inspected on the site of operation or at inspection sites owned by Toyota Material Handling throughout the UK. Evaluation is a physical and functional check and any areas identified as unacceptable will be notified with a written quotation. 7 days after quotations have been issued an invoice will be sent which requires payment within 30 days.

In addition to fair wear and tear the following is also applicable.

## Documentation

The instruction book, including the full service record and any other documents relating to the equipment are the responsibility of the user and must be intact and available. All documents must be in the truck on its return to Toyota Material Handling UK.

## Appearance

Regular cleaning of both the interior and exterior of the truck is required. The truck should be returned in a suitably clean condition to allow proper inspection of the paint, body and interior. It is the responsibility of the leaser to ensure any chemicals, remedies or foreign objects are removed prior to return.

## Attachments and accessories

All attachments and accessories (fork extensions, crane, jibs, etc) must be returned in working order and safe to operate in accordance with accident prevention regulations, without damage and/or leakage.

- ✓ Chargers must be in working order
- ✓ All batteries (cell and battery containers) including water filling sets and battery change stands must be in working order including "Aquamatics", electrolyte and mixing units
- ✓ Flameproof equipment must be in full working order

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”

# Fair wear and tear guidelines

## Badges and labels

Non-standard badges, labels or advertising fitted to the bodywork or glass of the equipment should be removed, with any damage caused by their attachment or removal fixed.

## Keys and security

A full set of keys should be available along with a note of their numbers. If the locking system is remote, the appropriate key fobs should be available and functioning. If the truck was originally supplied with a security system, this should be intact and fully operational, including any key or key fob necessary for operation.

## End of contract process

At the end of the rental contract, it is strongly recommended that the condition of the equipment is checked and if possible photographed prior to collection. It is recommended that this is retained for a least six weeks.

When the equipment is collected it will be checked by the collection company and a note made of any visible damage. When the equipment is then delivered to Toyota Material Handling UK, a full evaluation will be completed and any damage recorded. If any 'unacceptable' damage is present, a written quote will be forwarded followed by an invoice.

## Handling disputes

If no agreement can be reached as to the extent of damage found and/or on the consequent repair costs, Toyota Material Handling UK will appoint an independent, impartial, neutral third party to resolve the issue.



## Fair wear and tear guidelines

Item	Acceptable	Unacceptable
Chassis, body & cabin	<ul style="list-style-type: none"> <li>✓ Fenders and covers available and functional</li> <li>✓ Battery side panels in place, without significant deformation or damage</li> <li>✓ All body panels complete, in original state and functioning</li> <li>✓ Wiper blades and washer functional</li> <li>✓ All cabin functions in working order (windscreen wipers front and rear, heating and ventilation, cabin lighting, skylight, mirrors, heated rear window, radio window opening)</li> <li>✓ Steering wheel and steering knob fully functional</li> <li>✓ Hydraulic controls fully functional</li> </ul>	<ul style="list-style-type: none"> <li>✓ Shield or guard rails damaged, bent or deformed</li> <li>✓ Plastic parts with breaks, cracks or significant distortion</li> <li>✓ Major sticker residue or self applied colour</li> <li>✓ Deformity of hoods / overhead cabs and general body panels due to damage or impact</li> <li>✓ Damage to cab pillars and parts missing from roof, doors or windscreen</li> <li>✓ Rear window is incomplete or damaged</li> <li>✓ Accessories not functioning correctly</li> <li>✓ Hydraulic levers broken</li> <li>✓ Non-functioning indicators</li> <li>✓ Scratches or dents on the display panels</li> <li>✓ Footplate not operational</li> <li>✓ Anti-slip mats missing</li> <li>✓ Damage to the interior linings or ancillary components</li> </ul>

## Fair wear and tear guidelines

Item	Acceptable	Unacceptable
Overhead Guards	<ul style="list-style-type: none"> <li>✓ Fully functional in all operations (Industry Legislation Standard Applicable)</li> <li>✓ Ensure compliance, when inspecting the condition of damaged FOPS to ascertain and apply appropriate action, TMHUK consider the demands of ISO 6055:2004, BITA GN 65 and all other available information pertaining to the root cause of the damage</li> </ul>	<ul style="list-style-type: none"> <li>✓ Damage more than 30mm diameter and / or greater than 1mm deep</li> </ul>
Engine transmission and batteries	<ul style="list-style-type: none"> <li>✓ Full function of engine transmission and drive batteries</li> <li>✓ Starter battery in working order</li> <li>✓ Fuelled for transport</li> <li>✓ Gas cap functional and in place</li> <li>✓ Oil level in accordance with operations manual</li> <li>✓ Particulate filter, complete and functional</li> </ul>	<ul style="list-style-type: none"> <li>✓ Damage to engine parts by external forces or abuse</li> <li>✓ Leaks on the engine or transmission, such as oil or cooling liquid caused by the ingress of foreign objects</li> <li>✓ Metallic noise with conspicuous or significant smoking from engine</li> <li>✓ Excessive wear due to lack of maintenance or excess hours</li> </ul>
Axles	<ul style="list-style-type: none"> <li>✓ Functional and without leaks</li> <li>✓ Without external damage or abnormal noise</li> <li>✓ Free from foreign bodies</li> </ul>	<ul style="list-style-type: none"> <li>✓ Leaks or external damage due to lack of maintenance or the ingress of foreign bodies damaging seals etc</li> </ul>

## Fair wear and tear guidelines

Item	 Acceptable	 Unacceptable
Carriage	<ul style="list-style-type: none"> <li>✓ Hydraulic system in working order and without leakage</li> </ul>	<ul style="list-style-type: none"> <li>✓ Bent fork carriages</li> <li>✓ Deformed load backrest</li> <li>✓ Oil leaking from ingress of foreign objects</li> </ul>
Forks	<ul style="list-style-type: none"> <li>✓ Fork lock in place and functional</li> <li>✓ Fork stop bolts are available</li> <li>✓ Wear within the wear limit - Max 10%</li> </ul>	<ul style="list-style-type: none"> <li>✓ Non operating fork locks</li> <li>✓ Below the wear limit (more than 10%)</li> <li>✓ Bent forks</li> <li>✓ Front frayed or sharp edged</li> </ul>
Sideshift	<ul style="list-style-type: none"> <li>✓ Functions correctly including connectors and without leakage</li> </ul>	<ul style="list-style-type: none"> <li>✓ Sideshift frame bent or deformed</li> <li>✓ Hydraulic connections damaged or leaking</li> </ul>

## Fair wear and tear guidelines

Item	 Acceptable	 Unacceptable
Mast	<ul style="list-style-type: none"> <li>✓ Hydraulic hoses and connections fully functional</li> <li>✓ Mast cylinder fully functional to all lift heights</li> </ul>	<ul style="list-style-type: none"> <li>✓ Deformed mast profiles and/or mast struts from abuse or damage</li> <li>✓ Wear in the mast profiles</li> <li>✓ Mast cylinder bent or damaged</li> <li>✓ Mast cylinder chrome notched, rusty or damaged</li> <li>✓ Leaks in seals from damage or caused by ingress of foreign objects</li> </ul>
Seat	<ul style="list-style-type: none"> <li>✓ Seat (including seat contact switch) in working order in all positions</li> <li>✓ No tears in the seat belt</li> </ul>	<ul style="list-style-type: none"> <li>✓ Split and tears from abuse</li> <li>✓ Damage to the seat belt through negligence</li> <li>✓ Seat belt not fitted or removed</li> </ul>
Counterweight		<ul style="list-style-type: none"> <li>✓ Breakages on cast iron</li> <li>✓ Damage to coupling pin or missing fan guard</li> </ul>

## Fair wear and tear guidelines

Item	 Acceptable	 Unacceptable
Tiller on hand operated trucks	<ul style="list-style-type: none"> <li>✓ Fully functional in all operations</li> </ul>	<ul style="list-style-type: none"> <li>✓ Cracked, bent or damaged</li> <li>✓ Non-function of any tiller operation</li> </ul>
Brakes	<ul style="list-style-type: none"> <li>✓ Fully functional</li> <li>✓ Hand brake in working order and no missing parts</li> </ul>	<ul style="list-style-type: none"> <li>✓ Non-functioning brake systems (service brake, electric motors or regenerative braking)</li> <li>✓ Non-functioning hand brake or deadman switch on the tiller head of hand operated trucks</li> <li>✓ Missing parts or components of the brake system or broken brake levers</li> </ul>

## Fair wear and tear guidelines

Item	 Acceptable	 Unacceptable
Wheels and castors	<ul style="list-style-type: none"> <li>✓ Tyres/wheels sitting on the rim and above wear limits</li> <li>✓ Wheel rims without dents or damage</li> </ul>	<ul style="list-style-type: none"> <li>✓ Damage of the running and side surfaces</li> <li>✓ Worn or cut tyres</li> <li>✓ Below the tread wear limits</li> </ul>
Lights and headlights	<ul style="list-style-type: none"> <li>✓ Complete in accordance with the delivery and the original fitted equipment</li> <li>✓ Plastic housing, bracket and covers intact</li> </ul>	<ul style="list-style-type: none"> <li>✓ Missing lights or spotlights</li> <li>✓ Headlight housing broken</li> <li>✓ Tears or breaks in the coverings</li> </ul>

# Chassis

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Acceptable



Unacceptable



# Chassis



Unacceptable



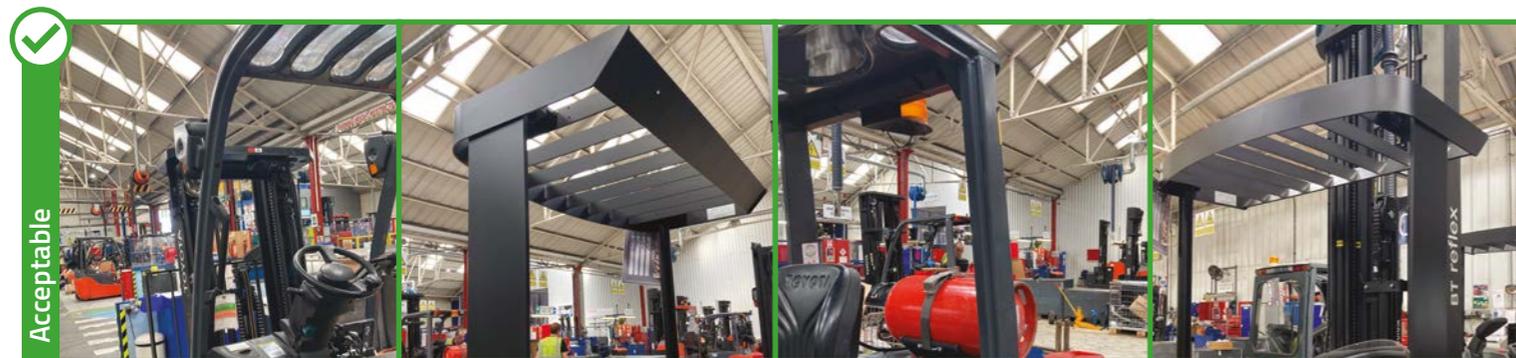
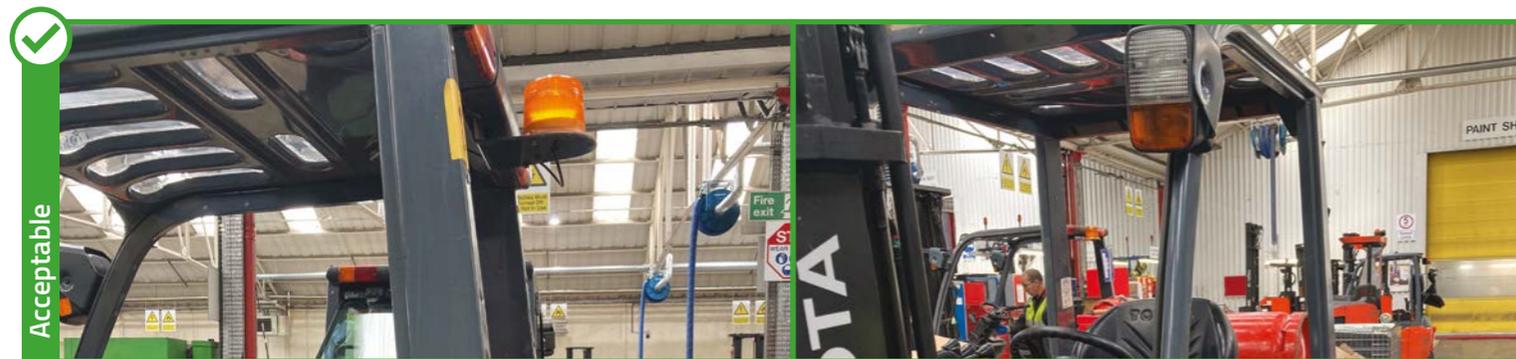
Unacceptable



Please note: The images included in these pages only represent a select number of examples and do not cover all possible types of damage. For any queries call 0370 850 1403.

# Overhead Guards

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# Overhead Guards



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# Engine

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# Dashboard



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# Cabin & Body

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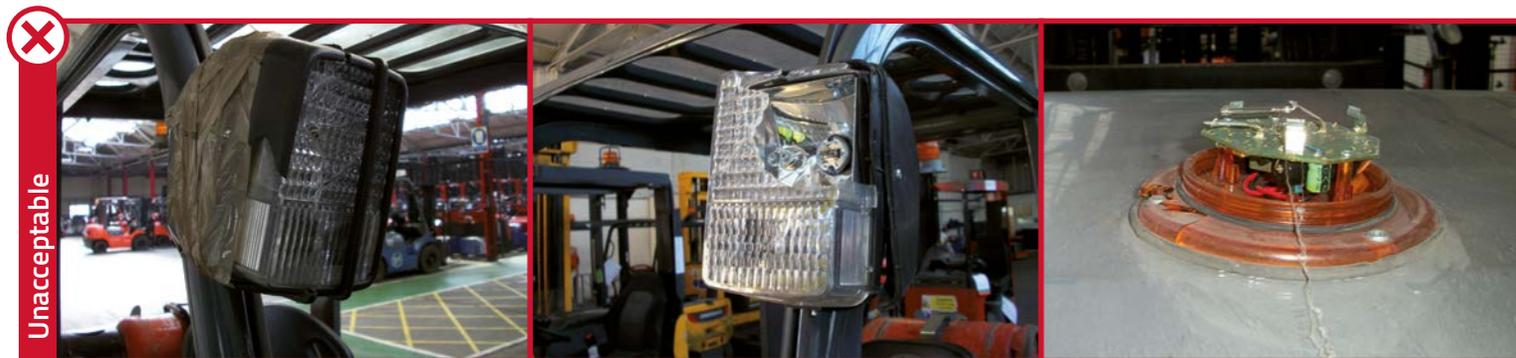
# Screens



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# Lighting

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# Lighting



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# Battery & Charger

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# Battery & Charger



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# A proud history

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Our approach is to provide you with services and solutions that help you to get the most out of your equipment, while allowing you to get on with what you do best – running your business.



The first Toyota counterbalance truck was produced in 1956.



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## Here for you

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[www.toyota-forklifts.co.uk](http://www.toyota-forklifts.co.uk)



**Your local area representative is:**

[www.toyota-forklifts.co.uk](http://www.toyota-forklifts.co.uk)

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